

APR-08-2004 THU 03:05 PM

RECEIVED
CENTRAL FAX CENTER

FAX NO.

APR 08 2004

P. 02

7/B
NE
4-19-04
3.5.14

OFFICIAL

REPLY UNDER 37 C.F.R. § 1.116
EXPEDITED PROCEDURE
EXAMINING GROUP 2173

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 09/702,524
Filed: October 31, 2000
Inventor:
ROBERT A. YENNACO

Examiner: Thai, Coung T.
Group/Art Unit: 2173
Atty. Dkt. No: 5681-85700

Title: METHOD AND
APPARATUS FOR
PROVIDING
COMPUTER-BASED
HELP

**** CERTIFICATE OF FACSIMILE ****
TRANSMISSION

I hereby certify that this paper is being facsimile
transmitted to the U.S. Patent and Trademark Office at
(703) 746-7238 on the date shown below:

Robert C. Kowert

Printed Name

Signature

April 8, 2004

Date

RESPONSE TO OFFICE ACTION OF
JANUARY 20, 2004

Mail Stop A1
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This paper is submitted in response to the Office Action of January 20, 2004, to
further highlight why the application is in condition for allowance.

Please amend the case as listed below.

04/20/2004 BHILLIAR 00000003 501505 09702524

01 FC:1202 504.00 DA

09/702,524 (5681-85700/15141)

1

Meyertons, Hood, Kivlin, Kowert & Goetzel, P.C.

Please Do
NOT ENTER
THIS AFTER
Final
Amend
Banks
C. THOM
AU 2173
4/21/04